

# Francis Chan

Data Analyst

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## EDUCATION

### University of California, Los Angeles

Bachelor of Science in Statistics & Data Science

### De Anza College

Associate of Science in Mathematics, Dean's List 2021-2023

Los Angeles, CA

Sep 2023–Present

Cupertino, CA

Sep 2021 - June 2023

## TECHNICAL SKILLS

R, SQL, Tableau, Git, Python(pandas, numpy, scikit-learn), Stata, Java, HTML, CSS, Microsoft Excel (vlookup, pivot table),

## ONGOING AND RECENT COURSEWORK

**Math:** Monte Carlo Simulation, Linear Models, Optimizations, Mathematical Statistics, Data Analysis & Regression, Computational Statistics, Multivariable Calculus, Vector Calculus, Differential Equations, Linear Algebra, Discrete

**Computer Science:** Data Abstraction and Structure, Statistical Programming, Data Visualization

**Business:** Analytics in Accounting, Microeconomics, Macroeconomics

## PROJECT

### NBA Game Outcome Prediction Using Statistical Modeling (Python)

- Achieved 69% prediction accuracy for 2023-2024 NBA game outcomes using logistic regression, SVM, and Random Forests.

- Conducted advanced feature engineering, hyperparameter tuning, and model evaluation.

- Utilized Python tools (Scikit-learn, Pandas, NumPy) to implement and optimize predictive models.

### Banknote Authentication and Model Evaluation (Python)

- Applied LDA, QDA, Decision Trees, Random Forests, and Boosting models to classify banknote authentication data.

- Achieved 99% accuracy with Random Forest model and evaluated model performance using test errors

- Compared Decision Tree, Random Forest, and Boosting models to assess improvements in classification accuracy.

- Leveraged Python libraries (Pandas, Numpy, Matplotlib, Scikit-learn) for data preprocessing, model training, and visualization.

### MNIST Handwritten Digit Recognition

- Executed a sophisticated ML project utilizing the MNIST dataset to accurately recognize handwritten digits.

- Applied meticulous data preprocessing techniques and designed a Convolutional Neural Network (CNN) model.

- Achieved a model accuracy of 98.8%, demonstrating advanced proficiency in Python, TensorFlow, and Keras for model building and evaluation.

### British Airways Review Analysis Dashboard (Tableau)

- Designed, implemented an interactive Tableau dashboard to visualize British Airways customer reviews 2016-2023.

- Visualized key metrics such as average ratings for cabin staff service, entertainment, and seat comfort across different countries and aircraft models.

- Utilized advanced data visualization techniques to create a heatmap and line charts for trend analysis, offering insights into customer satisfaction and performance over time.

## EMPLOYMENT EXPERIENCE

### Front Desk Assistant, UCLA Housing

- Delivered high-quality customer service to students, staff, and visitors.

- Maintained and updated housing records and visitor logs, providing data-driven insights for administrative decision-making.

## LANGUAGE

English(Professional), Mandarin(Native), Cantonese(Native), Bahasa Malaysia(Fluent)